

# AMBULATORY CARE

Nursing Role in Ambulatory Care

Nursing N232 Specialized Nursing Role

# Required Reading

- Berman (9<sup>th</sup> ed.):
- Chapter 7, pp. 117-118, 122-128
- Lecture Notes

[www.healthypeople.gov](http://www.healthypeople.gov)

[www.American](http://www.AmericanAcademyofAmbulatoryCareNursing)AcademyofAmbulatoryCare  
Nursing

# Objectives

- Differentiates the ambulatory care settings
- Identifies the advantages and disadvantages of the care in ambulatory care area

# Objectives

- Discusses the role of the nurse in ambulatory care
- Explains the nursing process implementation in ambulatory care
- Discusses the nursing competencies in ambulatory care

# Types of health care services

Correlated with levels of disease prevention

- Primary prevention
- Secondary prevention
- Tertiary prevention

# Ambulatory Care

- Any medical care delivered on an outpatient basis. Care that can be managed without admission to the hospital.

# Model



# Model

- Screening
- Engaging Elder/Caregiver
- Managing Symptoms
- Educating/Promoting
- Self-Management
- Collaborating
- Assuring Continuity
- Coordinating Care
- Maintaining Relationships



# Factors involved in shifting from inpatient care

- Increased awareness in consumers on how lifestyle affect health
- Consumers influencing health care
- Consumers involved in decision making
- Increasing number of older adults
- Advances in technology
- Economics

# Community-Based Health Care

- Is a system that provides health related services in places where people spend their time.
- Home
- Shelter
- Long-term care
- Work
- School

# Ambulatory Care Nurse

- Is an RN who provides nursing care on an episodic basis in which a single or a series of encounters is less than 24 hours.

# Ambulatory Care Nurse

- Duties:

- Promote wellness

- Prevent illness

- Manages acute and chronic diseases

To optimize patient's health status throughout their life span.

# Affordable Care Act (ACA)

- The most significant reforms in ACA are:
- Access to care
- Greater emphasis on prevention
- Health Promotion

# Affordable Care Act (ACA) role of the nurse

- Through nurses' major organizations nursing has presented a strong voice
- Leading change
- Advancing health
- Holistic framework
- System transformation advocacy

# Transition Management

- Provides
  - Ongoing support of patients and their families as they navigate among providers

# QSEN

- Knowledge
  - Knows what questions to ask and what cues to look for regarding physical, psychological, and social readiness to learn. Has awareness of known risk factors that place the patient at risk for re-hospitalization or exacerbation.



# QSEN

- Skills:
  - Uses techniques that invite/engage patient and significant others in learning.

## Attitude:

- Demonstrates creativity in planning appropriate learning experiences.

# Ambulatory Care



# Healthy People 2020

- A set of health objectives for the Nation

Every 10 years, the U.S. Department of Health and Human Services leverages scientific insights and lessons learned from the past decade, along with current data, trends and innovations.

# Four Overarching Goals

1. Increase quality and years of healthy life
2. Achieve health equity and eliminate health disparities
3. Create healthy environments for everyone
4. Promote health and quality life across the life span

# Leading Health Indicators

- Mental Health
- Nutrition, Physical Activity and Obesity
- Oral Health
- Reproductive and Sexual Health
- Social Determinants
- Tobacco and Substance Abuse

# Ambulatory Care Settings

- Hospitals
- Physician Offices
- Public Health Clinics
- Urgent Care Centers
- Occupational health clinics
- Crisis Centers

# Ambulatory Care Settings

- Ambulatory Surgery
- Student Health Centers
- Free standing clinics
- Pediatrics
- Infusion centers
- Homes

# Ambulatory Care Settings

- Family Practice
- OB/GYN
- Geriatrics
- Telephone Triage (ask a nurse)
- Telehealth
- Cardiac Centers



# Ambulatory Care Settings

## Advantages

- Cost Effective
- Pt. discharged the same day
- Greater patient satisfaction
- Convenient for consumers
- Reduced stress
- Scheduling is more predictable

# Ambulatory Care Settings

## Disadvantages

Inability to meet critical care needs

Compressed time for discharge  
teaching

Compressed time to complete Nsg.  
Process

Time constraints

# Providers of health care

- Nurse
- Case Manager
- Complementary care provider
- Dietitian/Nutritionist
- EMS
- Pharmacist
- Podiatrist
- Social worker

# Nursing Process

- Nurses in ambulatory care have to be proficient in using the Nursing Process to be able to make the correct decisions in spite of high patient volume and rapid pace.

# Nursing Competencies

The nursing competence elements are:

Knowledge

Skills

Attitudes

Clinical Judgment in primary and  
preventive care, population based  
care

# Nursing Competencies

Some competencies are acquired through

- Education
- Experience
- On the-job-training
- Advanced training

# Nursing Competencies

- Assessment and prioritizing
- Teamwork and collaboration
- Communication
- Informatics and technology
- Integrated delivery system

# Nursing Competencies

- Communication
- Mutual respect and trust
- Decision making
- Support and teaching



# Nursing Competencies

- Leadership
- Diversity Awareness
- Continuity of Care
- Cultural Sensitivity

# Nursing Roles

- Care Provider
- Care coordinator
- Educator
- Motivator
- Advocate

# Nursing Roles

- Transition Manager
- Leader
- Innovator
- Counselor
- Change Agent

# Nursing Roles

- Facilitator
- Researcher
- Delegator
- Communicator
- Investigator

# Nursing Role

- The role of the nurse in ambulatory care is the same as the role of the nurse in other settings. The care is tailored using the core concepts of nursing.

# American Academy of Ambulatory Care Nursing

- The American Academy of Ambulatory Care Nursing (AAACN) is the association of professional nurses and associates who identify ambulatory care practice as essential to the continuum of high quality, cost-effective health care.
- AAACN was founded in 1978
- Resource 800 262-6877



A QUESTION